

Iowa Department of Public Health

Iowa Gambling Treatment Program

Recovery Support Services (RSS) Manual

August 2015

A. Introduction

The Iowa Gambling Treatment Program (IGTP) – Recovery Support Services (RSS) offers a broad array of client-selected provider or community-based supports and services intended to further enhance and further the client’s recovery journey. Clients select the RSS that best meets their needs through a care coordination process. Funding for RSS is available only when the client does not have sufficient personal resources and there is not another funding source available.

IGTP-RSS funding supplements, but does not replace or supplant, existing services and funding streams.

RSS is consistent with IDPH’s “recovery-oriented system of care” model that integrates gambling and substance abuse prevention, treatment, and recovery support services. It is the goal that IGTP RSS will serve at a minimum 25% of the clients receiving problem gambling treatment services each year.

IGTP funded providers enter encounters into I-SMART for selected covered services. All RSS providers enter encounters into I-SMART when they provide a covered service to a client and then submit matching RSS units through the IowaGrants.gov claim process.

RSS policies and requirements are addressed in this *Provider Manual*.

This Provider Manual and its requirements are incorporated by reference into the IDPH contracts with IGTP funded agencies.

B. RSS Vision and Principles

IGTP - RSS enhances problem gambling recovery for individual Iowans by funding a broad array of client-selected, community-based services and supports.

IGTP-RSS is based on the following principles:

- Individuals with gambling related problems and their families have the right to choose recovery and the recovery-related services and supports that best meet their needs.
- Client choice is enhanced by a recovery-oriented system of care that honors each client’s familial, cultural, spiritual, economic, and logistical needs.
- Individualized choice enhances client retention in treatment and strengthens client commitment to and success in recovery.
- Participation in IGTP-RSS is voluntary and the client can choose to no longer utilize RSS at any time, without repercussion to the client or family member.

C. RSS Client Eligibility

An individual who meets all of the following criteria is eligible for participation in RSS:

- Resident of the state of Iowa.
- Admitted to treatment as a problem gambler or concerned person and active for a minimum of 30 days for all RSS except Supplemental Needs Bus/Cab and Gas Cards. Eligibility to receive Supplemental Needs Bus/Cab and Gas Cards begins on the date of admission.
- Inability to pay for RSS based on one of the following:
 - Client at or below 200% of the Federal Poverty Level
 - Burden of gambling related debt drives the client income at or below 200% of the Federal Poverty Level
 - Client is without other financial resources to pay for the service(s)
- The IGTP funded provider must maintain documentation of how the RSS supports the client's recovery and client eligibility, including proof of income, and debt burden if necessary.
- A Recovery Support Service is reimbursable through the Department only when there is no other funding source for that service.
- Through care coordination, the provider is responsible for determining and documenting lack of funding for covered services.

IDPH reserves the right to make exceptions to the eligibility criteria on a case by case basis. Providers requesting an exception to the established criteria must do so through the exceptions process outlined in [*O. Changes or Exceptions to the Provider Manual.*](#)

RSS providers must maintain documentation of client eligibility.

D. Recovery Support Services

IDPH has established the Recovery Support Services listed below. (For complete information on each covered service, including service descriptions, units of service, reimbursement rates, and qualification requirements, see [*Appendix A \(Recovery Support Services - Service Descriptions, Rates, and Qualifications\)*](#)). In general, clients participating in RSS choose the covered services they want; the amount, frequency, and duration of their selected covered services, and their covered services providers.

There are two types of covered services available through IGTP-RSS: care coordination services and recovery support services.

1. Care Coordination Services

All RSS clients receive Care Coordination, the central service around which IGTP - RSS is organized. Care Coordination services assist clients in identifying and accessing recovery support services. When providing care coordination, the IGTP

funded provider has the responsibility to determine eligibility for services and the appropriate use of funding and amount of funding as related to a client's recovery goals. Care Coordination services must be adequately documented including:

- how the service supports the client's individual recovery
- why the service is not paid by client or other means
- what recovery support service was received including how the expense was determined

While client choice is a core principle of RSS, RSS funding is not an entitlement. IGTP funded providers have the responsibility to determine the appropriate use of funding and amount of funding as related to a client's recovery goal.

2. Recovery Support Services

All eligible IGTP admitted clients may receive recovery support services. Clients select the recovery support services that best meet their needs through the care coordination process and the IGTP funded provider inputs encounters for the selected services into I-SMART.

- Life Skills Coaching
- Housing Assistance (*RSS-Independent Living* in I-SMART)
- Recovery Peer Coaching
- Electronic Recovery Support Messaging
- Supplemental Needs – Clothing/Personal Hygiene
- Supplemental Needs – Education
- Supplemental Needs – Gas Cards
- Supplemental Needs – Utility Assistance
- Supplemental Needs – Wellness
- Supplemental Needs – Housing Rental Assistance
- Transportation – Bus/Cab

For more information, see [Appendix A](#) *Recovery Support Services - Service Descriptions, Rates, and Qualifications*.

E. Accessing RSS Covered Services

Prospective clients access RSS covered services through an RSS Assessment as part of admission to gambling treatment (see [Appendix B](#) *RSS Assessment Form*) with a provider with a cooperative agreement with IDPH for that purpose.

Generally, clients participate in RSS during their problem gambling treatment, as long as RSS covered services are needed and requested.

Through RSS Assessment and Care Coordination, the prospective client and IGTP funded provider:

- determine a prospective client's eligibility for RSS participation
- assess the client's need for RSS covered services
- discuss the client's preferences for RSS covered services
- review the list of locally available RSS covered services and providers
- identify client-selected RSS covered services and providers
- complete required paperwork, including, but not limited to, RSS Eligibility and Appropriateness
- contact other providers, as indicated, to schedule or otherwise facilitate access to selected RSS covered services.

1. Accessing Supplemental Needs

Specific additional requirements apply for RSS clients who select RSS - Supplemental Needs.

- RSS clients are eligible for Supplemental Needs services beginning 30 days after admission into IGTP-RSS, with the following exceptions:
 - Clients are eligible for Bus/Cab and Gas Cards upon admission into RSS.
 - Clients released from a correctional facility within 90 days prior to admission into an IGTP funded program are eligible for up to \$75 of Supplemental Needs for clothing/hygiene upon admission.
- With the exception of Gas Cards, no other Supplemental Needs funding is to be given directly to clients. This includes cash, checks or gift cards.
- IGTP funded providers are to collect documentation of client involvement in recovery services not provided by the IGTP funded provider. Failure on the part of the client to obtain documentation from these service providers may result in interruption of funding.

- 2.** RSS funding does not cover OWI evaluations, insurance co-pays/deductibles, or funding after exhaustion/denial of other insurance carriers.

F. RSS Management

Following the RSS Assessment, the IGTP funded provider enters encounters into I-SMART as care coordination and recovery support services are provided. It is the responsibility of the IGTP funded provider to facilitate the client-selected referral, including contacting the referral provider to coordinate care.

For any encounter that would put total expenditures for a specific RSS client beyond the established RSS caps and Client Maximum, the IGTP funded provider must request prior approval by IDPH by submitting an RSS Exception Request Form (see [Appendix D](#) RSS – *Exception Request Form*.) IDPH will respond to RSS Exception Requests with a decision within 7 calendar days.

IDPH reserves the right to change RSS caps and the Maximum Client Benefit or otherwise revise funding based on the availability of funding.

G. Encounters and Payment

IGTP funded providers are required to document the provision of RSS covered services by entering encounter information into the I-SMART, and submit for reimbursement as part of the monthly IowaGrants.gov claim to IDPH, as described below.

Provider failure to follow the processes and requirements outlined below may result in delayed or denied payment for RSS.

1. Encounters

Each IGTP funded provider must enter service delivery encounter information into I-SMART for the RSS covered services they provide.

- Each RSS covered service provided must be documented in the provider's record system. (See [Appendix C](#) RSS - Documentation Requirements.)
- An encounter must be entered into I-SMART for each RSS covered service provided.
- Each encounter must be entered into I-SMART per the contracted client data reporting guidelines.

2. Payment

An RSS covered service is reimbursable through RSS funding only when there is no other funding source for that service. IGTP funded providers are responsible for determining and documenting lack of funding for each RSS covered service.

If an RSS covered service is a covered service under any other payor, that service cannot be submitted to IDPH for payment through RSS, regardless of whether or not payment is received from that other payor.

Each IGTP funded provider is required to submit through the IowaGrant.gov claims process, the Recovery Support Services provided by the 20th of each month for the previous calendar month.

- IGTP funded providers receive on or around the 17th of each month, SSRS reports summarizing the RSS activity for the previous month.
- RSS covered services claimed in IowaGrants.gov must be consistent with encounter information in I-SMART and with documentation in the provider's record system.
- IDPH verifies quarterly the RSS submitted in IowaGrants.gov by reviewing RSS encounters in I-SMART.

- Generally, IDPH processes and pays IowaGrant.gov claims within 60 days of submission.

Unless otherwise indicated, providers may not bill an RSS client at or below 200% of the Federal Poverty Level for any portion of an RSS Covered Service.

H. Confidentiality

Confidentiality of client information is an ethical obligation for all providers and a legal right for every client, whether such information is received verbally or in writing and whether it is received from the client or a third party. IGTP funded providers must comply with confidentiality of client information and protected health information requirements as set forth in state and federal regulations.

Providers must obtain a completed release of information from each client, for each party to whom information is disclosed.

The provider may not disclose protected health information in e-mail communications.

I. Additional Requirements

RSS providers must comply with the following additional requirements:

1. Audit or Examination of Records

The Auditor of the State of Iowa or any authorized representative of the State and, where Federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States Government, shall have access to, and the right to examine, audit, excerpt and transcribe any pertinent books, documents, paper, and records of the provider related to order, invoices, or payments. The provider agrees that IDPH may have access to RSS records.

2. Cultural Competence

RSS clients have the right to culturally competent services. If a provider is unable to provide services to a client with specific cultural needs, the provider should locate appropriate services for the client or contact IDPH for assistance in locating services.

3. Volunteer Policy

Volunteers who work with RSS clients must comply with policies required by the provider through which they volunteer and with the *RSS Provider Manual*. Volunteers must follow standard provider personnel policies, including, but not limited to: ethical behavior, safety, confidentiality, protected health information, computer use, financial responsibility, and drug and alcohol use.

4. Conflict of Interest

The IGTP funded provider shall establish safeguards to prevent employees, consultants, and members of governing bodies from using their positions for purposes that are, or give the appearance of being, motivated by the desire for private gain for themselves or others with whom they have family, business, or other ties. RSS clients may not purchase services or goods from any person or persons whom a potential conflict of interest may occur.

J. Monitoring and Evaluation

IDPH monitors and evaluates IGTP-RSS service. Monitoring and evaluation areas include, but are not limited to, client eligibility, provider eligibility, provider facilities and policies, service documentation, and encounter data. IDPH will conduct site visits and may talk with clients receiving RSS and with provider staff. Providers are generally notified of planned site visits in advance but IDPH retains the right to conduct site visits at IDPH discretion.

Fraud, Abuse, and Waste Monitoring

IDPH takes all necessary measures to prevent, detect, investigate, and prosecute acts of fraud and abuse committed against the RSS project.

1. For IGTP-RSS purposes, fraudulent practices include, but are not limited to:
 - misrepresenting staff credentials or qualifications or billing for services provided by unqualified staff
 - falsifying client files, records, or other documentation
 - billing for services not rendered
 - billing multiple times for the same service
 - accepting payment for services not rendered
 - improper billing to clients for services rendered
2. For IGTP-RSS purposes, abusive practices include, but are not limited to:
 - making improper diagnoses
 - providing client services that are not necessary or services that are inappropriate for the client's condition
 - knowingly not billing a primary payor for an eligible client
 - offering or accepting payment to refer clients to a particular provider
 - coercing a client to choose a particular provider
 - misrepresenting client outcomes
3. If a client commits fraud or other serious misuse of funds, IDPH may terminate the client's ability to receive RSS immediately upon written notice to the client and IGTP funded providers and may seek repayment of funds.

K. Changes or Exceptions to the Provider Manual

The IGTP-RSS *Provider Manual* is subject to change. IDPH will endeavor to inform providers of any changes 30 days before the effective date of the change using the following methods:

- website update
- provider calls
- e-mail notification

In order to stay current on changes to the IGTP-RSS *Provider Manual*, it is the IGTP funded providers responsibility to regularly review the IGTP website and participate in quarterly roundtable Treatment/RSS calls.

Providers may request an exception to a *Provider Manual* requirement by submitting [Appendix D Access to Recovery - Exception Request Form](#) by submitting electronically to eric.preuss@idph.iowa.gov.

IDPH reserves the right to take up to seven (7) calendar days to review submitted RSS - Exception Requests.

Appendix A

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
CARE COORDINATION SERVICES			
RSS Assessment One time, face-to-face meeting with a prospective RSS client conducted prior to admission to RSS to determine client eligibility for RSS participation as well as client needs and requests for specific RSS covered services. Includes the following RSS <i>Provider Manual</i> forms: <ul style="list-style-type: none"> • <i>RSS Assessment Form</i> (Appendix B) Includes: <ul style="list-style-type: none"> • determining client eligibility and need for RSS services • reviewing IDPH approved list of locally available RSS covered services and providers • discussing client choices for RSS covered services and providers • entering encounters for selected RSS covered services, including Care Coordination, into I-SMART • initiating client access to covered services with selected providers • documenting the service in the provider's records (Appendix C) 	Unit = 60 minutes Total available units = 1	Unit rate = \$52	Person delivering the service must be age 18 or older and be employed by and qualified by a licensed problem gambling treatment program with an IGTP Contract with IDPH to provide RSS.

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
Care Coordination On-going, face-to-face or telephone meetings with client, conducted as needed to coordinate and support client access to, participation in, and continuation in RSS covered services. Includes: <ul style="list-style-type: none"> • discussing client participation in chosen RSS covered services • supporting client continuation in RSS • documenting each service in the provider's client records (Appendix C) • entering each encounter in I-SMART 	Unit = 60 minutes	Unit rate = \$52 Maximum = \$500 <i>(not included in Maximum Client Benefit)</i>	Person delivering the service must be age 18 or older and be employed by and qualified by a licensed problem gambling treatment program with an IGTP Contract with IDPH to provide RSS Care Coordination.
RECOVERY SUPPORT SERVICES			
Life Skills Coaching Individual coaching with clients to develop the skills that help individuals make informed decisions, manage finances, communicate effectively and develop coping and self-management skills that assist their recovery. This includes involvement and assistance to obtain housing, employment preparation (resume development, interview skills, computer training), assistance with applications and funding, obtaining basic needs, financial counseling, and assisting in providing community linkages. These services may be provided in an office setting or in the community. Includes: <ul style="list-style-type: none"> • documenting each service in the provider's client records (Appendix C) • entering each encounter in I-SMART • cost of transportation 	Unit = 60 minutes	Unit rate = \$52	Person delivering the service must be age 18 or older and be employed by and qualified by an organization which has documented experience in providing referrals, linkages, and coordination of multiple services, and have a IGTP Contract with IDPH to provide RSS Life Skills Coaching.

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
Housing Assistance/Independent Living Assistance for short term housing in a safe and recovery-oriented environment for clients with no other housing alternatives conducive to recovery may be provided in a facility for individuals in recovery or in a facility providing related services in the community. Includes: <ul style="list-style-type: none"> documenting each service in the provider’s client records (Appendix C) entering each encounter in I-SMART 	Unit = 1	Unit rate = \$1 Maximum = \$700	Person delivering the service must be age 18 or older and be employed by and qualified by an organization which has documented experience in providing referrals, linkages, and coordination of multiple services, and have a IGTP Contract with IDPH to provide RSS Care Coordination.
Electronic Recovery Support Messaging One-way electronic communication sent to a client intended to support recovery, improved health, life quality and wellness. Includes: <ul style="list-style-type: none"> documenting client contacts documenting each service in the provider’s client records (Appendix C) entering each encounter I-SMART 	Unit = 1 minute Total available units = 150	Unit rate = \$1 Maximum = \$150	Person delivering the service must be age 18 or older and be employed by or have a formalized volunteer relationship with an organization that has a IGTP Contract with IDPH to provide RSS Electronic Recovery Support Messaging. Qualifications include documented protocols which evidence training and education to employees and/or volunteers that is acceptable to IDPH.

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Recovery Peer Coaching Face-to-face meetings, provided on an individual basis between the client and a Recovery Peer Coach to discuss routine recovery issues from a peer perspective.</p> <p>Transportation costs are included in the unit rate.</p> <p>This service is not intended as a substitute for counseling.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting each service in the provider's client records (Appendix C) documenting recovery goals in the client's treatment/recovery plan. entering each encounter in I-SMART 	Unit = 60 minutes	Unit rate = \$52 Maximum = \$200	<p>Person delivering the service must be age 18 or older and be employed by or have a formalized volunteer relationship with an organization that has a IGTP Contract with IDPH to provide RSS Recovery Peer Coaching.</p> <p>Additional eligibility requirements include:</p> <ul style="list-style-type: none"> Must be a person in recovery from a gambling disorder, have worked on their own recovery, and be willing to share those experiences Must have documented training in recovery peer coaching or peer facilitation or peer support that is acceptable to IDPH If the proposed recovery peer coach is trained/educated in a behavioral health field, training as a recovery peer coach must have occurred prior to training/education in a behavioral health field <p>Recovery Peer Coach position and employee must be covered under the organization's personnel and liability policies.</p>

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need – Clothing/ Hygiene Assistance provided to clients to purchase clothing or personal hygiene products that supports the client’s recovery.</p> <p>Clothing: This service includes clothing to be used for employment, education, and other recovery-related needs. Clothing vouchers may be issued in segments as related to agency policy or client need.</p> <p>Personal Hygiene: Hygiene products are limited to soap, shampoo, toilet paper, toothpaste, deodorant, shaving needs, toilet paper, feminine hygiene products and dental products.</p> <p>The IGTP funded provider pays for the item or service directly, consistent with the encounter, obtains a receipt documenting payment, and enters the encounter in I-SMART.</p> <p>Includes:</p> <ul style="list-style-type: none"> • documenting the distribution of funding (Appendix E) • documenting each service in the provider’s records (Appendix C) • entering each encounter in I-SMART 	Unit = \$1	Unit rate = \$1 Maximum = \$75	Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Needs – Clothing/Hygiene.

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need – Education Assistance provided to clients for the purpose of completing or continuing education. This service may be used for GED coursework and testing, English as a second language classes (ESL), or educational materials, books and tuition at a secondary educational institution.</p> <p>The IGTP funded provider pays for the item or service directly, consistent with the voucher, obtains a receipt documenting payment, and enters the encounter in I-SMART.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting the distribution of funding (Appendix E) documenting each service in the provider’s records (Appendix C) entering each encounter in I-SMART 	Unit = \$1	Unit rate = \$1 Maximum = \$250	Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Needs - Education.
<p>Supplemental Need – Housing Rental Assistance Assistance provided to clients for housing rental costs incurred in the client’s name and conducive to the client’s recovery. Client must provide proof of lease. Rent cannot be paid to a family member.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting each service in the provider’s records (Appendix C) copy of current rental agreement in the client’s name. entering each encounter in I-SMART 	Unit = \$1	Unit rate = \$1 Maximum = \$700	Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Needs – Housing Rental Assistance.

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need - Gas Cards</p> <p>Transportation assistance in the form of gas cards, to be given directly to the client on a weekly basis, for the purpose of transportation to and from an activity related to a client's recovery. Gas cards may not be used solely for the purpose of transportation to and from work.</p> <p>Clients receiving Transportation – Bus / Cab are eligible for up to \$10 per week of Supplemental Needs - Gas Cards.</p> <p>Prior to the distribution of additional gas cards, individuals must provide a receipt for the use of the previous gas card. Failure to provide a receipt for gas cards used may result in the loss of <u>all</u> Supplemental Needs.</p> <p>Includes:</p> <ul style="list-style-type: none"> • purchasing and distributing gas cards • documenting the distribution of funding (Appendix E) • documenting each service in the provider's records (Appendix C) • documenting the appropriate use of gas cards • documenting follow up from inappropriate use of gas cards • entering each encounter in I-SMART 	<p>Unit = \$1</p>	<p>Unit Rate = \$1</p> <p>Weekly Maximum = \$25</p> <p>Maximum = \$200</p>	<p>Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract IDPH to provide Supplemental Needs - Gas Cards.</p>

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need –Utility Assistance Assistance provided to clients for the purpose of addressing past due utilities or deposits (electricity, gas, water) that will assist in establishing or maintaining their residence, or current cellular phone service.</p> <p>Utility Assistance: Client must have documentation of denial from other sources for utility assistance and documentation of utility bill. Utility Assistance can be used for past due bills that are interfering in the client's ability to obtain housing. Utility bills must be in the RSS client's name.</p> <p>Cellular Phone Service:</p> <ul style="list-style-type: none"> For clients using continuous monthly cellular service, payment is to be made directly to the cellular carrier by the IGTP funded provider or through the purchase of a gift card specific to the cellular carrier by the Care Coordination provider. For clients using monthly minutes purchasing plans, payment is to be made by the IGTP funded provider purchasing the additional minutes and directly enter them into the client's phone. <p>For clients using continuous monthly cellular service, a receipt documenting the use of the previous month's phone gift card must be provided. Failure to provide a receipt for phone gift cards used may result in the loss of <u>all</u> Supplemental Needs.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting the distribution of funding (Appendix E) documenting each service in the provider's records (Appendix C) entering each encounter in I-SMART maintaining copies of utility bills 	<p>Unit = \$1</p>	<p>Unit rate = \$1</p> <p>Maximum = \$200</p> <p>(\$25 monthly maximum for Cell Phone Service; up to category maximum of \$200)</p>	<p>Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Needs - Utility Assistance.</p>

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need – Wellness</p> <p>Assistance provided to clients for the purchase of items or services that support improved health. This may include an eye exam or the purchase of eye glasses/contact lenses, fitness memberships (including family memberships), smoking cessation, or nutritional counseling.</p> <p>The IGTP-RSS Care Coordination provider pays for the item or service directly, consistent with the voucher, obtains a receipt documenting payment, and enters the encounter in I-SMART.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting the distribution of funding (Appendix E) documenting each service in the provider’s records (Appendix C) entering each encounter in I-SMART. 	<p>Unit = \$1</p>	<p>Unit rate = \$1</p> <p>Maximum = \$250</p>	<p>Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Needs - Wellness.</p>

IGTP - Recovery Support Services - Service Descriptions, Rates, and Qualifications			
Service Description	Unit of Service	Payment Rate	Required Qualifications
<p>Supplemental Need – Bus/Cab</p> <p>Transportation by bus or cab to and from an activity related to the client’s recovery.</p> <p>An IGTP funded provider may purchase and distribute bus/cab passes to clients or otherwise pay for client bus transportation and be reimbursed through RSS.</p> <p>Prior to the distribution of additional bus/cab passes, individuals must provide/show their previous months bus pass to Care Coordination staff. Failure to provide/show their previous month’s bus pass may result in the loss of <u>all</u> future bus passes.</p> <p>Includes:</p> <ul style="list-style-type: none"> documenting the distribution of funding (Appendix E) documenting each service in the provider’s records (Appendix C) entering each encounter in I-SMART 	<p>Unit</p> <p>=</p> <p>\$1</p>	<p>Unit rate</p> <p>=</p> <p>\$1</p>	<p>Organization approving the service must meet the qualifications to provide RSS Care Coordination, and have an IGTP Contract with IDPH to provide Supplemental Need – Bus/Cab.</p>

Appendix B

IGTP-RSS Assessment Form

Date of Session: _____ Client Name: _____

Staff Name: _____ Client ID: _____

Section I - The client is eligible for RSS services if questions 1 through 5 are answered “Yes” and the agency has obtained the required documentation that the individual meets the federal poverty guidelines.

Recovery Support Services Eligibility

1. The client is 12 years of age or older. YES _____ NO _____
2. The client has been admitted as a problem gambler/concerned person
YES _____ NO _____
3. The client demonstrates the need for RSS covered services.
YES _____ NO _____
4. The client is at or below 200% of the current Federal Poverty Level Guidelines. Please refer to the current Federal Poverty Level Guidelines at <http://aspe.hhs.gov/poverty>. YES _____ NO _____
5. The client does not have insurance or personal financial resources to pay for requested RSS covered services documented in Section II
YES _____ NO _____

Section II - Document client needs and requests for specific RSS covered services.
Document lack of insurance or other financial resources for requested RSS covered services

All RSS clients receive the following covered services:

- RSS Assessment (1 session)
- Care Coordination (up to maximum \$ allowed)

(Continued on Next Page)

Document need, request, and lack of other payment for the following RSS covered services:

Recovery Support Services

- ☐ Life Skills Coaching: _____
- ☐ Housing Assistance/Independent Living: _____
- ☐ Recovery Peer Coaching: _____
- ☐ Electronic Recovery Support Messaging: _____
- ☐ Supplemental Need – Clothing/ Hygiene: _____
- ☐ Supplemental Need – Education: _____
- ☐ Supplemental Need – Housing Rental Assistance: _____
- ☐ Supplemental Need – Gas Card: _____
- ☐ Supplemental Need – Utility Assistance/Cellular Phone Service: _____
- ☐ Supplemental Need – Wellness: _____
- ☐ Supplemental Need– Bus/Cab: _____

Client Signature: _____

Date: _____

Parent / Guardian Signature: _____
(if applicable)

Date: _____

Provider / Witness Signature: _____

Date: _____

Appendix C

IGTP-RSS Documentation Requirements

***Each provider must document each RSS service provided.
All RSS documentation must be available for IDPH review as requested.***

All IGTP providers must:

1. have an organized system to document RSS covered services provision
2. document the date, time and length of each RSS covered service provided
3. summarize the RSS covered service provided and enter an RSS encounter in I-SMART for each provided service
4. maintain records in a secure manner that ensures confidentiality and complies with all state and federal laws and regulations pertaining to confidentiality of records
5. have policies and procedures in place for any volunteers associated with the provider
6. maintain personnel files that document an employee or volunteer is qualified to provide RSS covered services as outlined in [Appendix A](#) RSS - Service Descriptions, Rates, and Qualifications
7. document any services or goods delivered to, or purchased on behalf of, clients using RSS funds (e.g. membership fees, service denials, estimates)
8. maintain documentation consistent with their specific licensure requirements; all other providers must maintain records of services provided for a minimum of five (5) years after the end of the contract period.
9. ensure each client signs all RSS forms in which a signature is required
10. maintain documentation of receipts which detail all items purchased pertaining to specific funds expended
11. maintain documentation of all estimates and/or purchases from a recognized vendor, which must be on company letterhead, dated by vendor, and include vendor phone and address
12. document medications detailing name of medication, prescribing practitioner, copy of prescription, and receipt of purchase
13. document any case of misuse or inappropriate use of RSS funds, including actions taken

Appendix D

IGTP – Recovery Support Services (RSS) – Exception Request Form

Date Requested:	Provider Organization:
Unique Client Number (I-SMART):	Provider Staff:
Provider Fax:	Provider Telephone:

Recovery Support Services*	Item Limit	Check if you are requesting an increase in this limit	Requested Limit
Life Skills Coaching	None		
Housing Assistance	\$700/ total		
Recovery peer coaching	\$200/month		
Electronic Recovery Support Messaging	\$150/total		
Supplemental need – utility assistance	\$200/ total		
Supplemental need – clothing/hygiene	\$75/ total		
Supplemental need – education	\$250/ total		
Supplemental need – housing rental assistance	\$700/total		
Supplemental need – gas card	\$25 per week \$200/ total		
Supplemental need – wellness	\$250/ total		
Supplemental need – bus/cab	None		

Describe the exception request and how it supports the client's recovery (do not use the client's name):

☐ Approved ☐ Denied

Notes:

Client participated and would like this RSS Exception Request submitted: ☐ YES ☐ NO

Provider Signature: _____

Date: _____

IDPH Signature: _____

Date: _____

Appendix E

IGTP-RSS Receipt Form

I, _____ acknowledge the receipt/distribution of:
(client name)

- ☐ **Housing Assistance/Independent Living:** _____
- ☐ **Supplemental Needs**
- ☐ Clothing/Personal Hygiene Products: _____
- ☐ Education: _____
- ☐ Gas Cards (Card #): _____
- ☐ Utility Assistance: _____
- ☐ Housing Rental Assistance: _____
- ☐ Wellness: _____
- ☐ Bus/Cab (Month/Pass #): _____
- ☐ **Other:** _____

from _____ (provider organization name) in the amount of \$_____.

If applicable, I must provide documentation or receipt of goods or services and will provide that documentation or receipt by _____ (date)

Clients who do not provide accurate documentation or receipts and/or who purchase unauthorized goods or services will not receive additional services for which the receipt was not provided and may be determined ineligible to receive RSS. In addition, IDPH reserves the right to collect reimbursement for the misused funding directly from the client.

Client Signature: _____

Date: _____

Parent/Guardian Signature: _____
(if applicable)

Date: _____

Provider / Witness Signature: _____

Date: _____